

ABSTRACT OF THE INVENTION

A knowledge-base system includes a processor, a database, and a matcher for matching questions of clients to answers in the database. The knowledge-base system
5 can be administered by emails sent to the system. Question-answer entries can be added, deleted, and modified through the use of emails and/or other forms. The system can be accessed over a network or directly accessed with an administration computer. Questions and answers are separately indexed in the system to increase the accuracy of generated results. The generated response sent to the client can be
10 modified based on the question asked, the results, and predefined templates. The system can also detect when the system receives a reply from a customer in response to sent results. Once a reply is detected, the email is forwarded to an alternate email address.

15

0931209-081601